



## **KING COUNTY MENTAL HEALTH BOARD**

### **Quality Council**

Tuesday, June 28, 2005

**4:00 – 5:37 p.m.**

Conference Room 6A, Exchange Building  
821 Second Avenue, Seattle, WA 98104

#### **Members Attending:**

Helen Nilon (chair), Alberto Gallegos, Alice Howell

#### **Staff Present:**

Lisbeth Gilbert  
Georgia Cortez

#### **Guests:**

Christie White  
Steven Collins

### **I. CALL TO ORDER**

Members and guests introduced themselves.

### **II. ANNOUNCEMENTS**

Lisbeth Gilbert announced several items: (1) On the 5<sup>th</sup> of July there will be a compliance review of the Federal Block Grant Program. (2) All documents required for the RSN certification have been submitted, but we have not heard back yet. This will be a separate document from the Request For Qualification process in the Fall. If some RSN's do not respond, Mental Health Division can enter into agreements with other Agencies. (3) There was no increase in our funding rate to King County, due to actuarial rates. There will be \$9 million dollars fewer than anticipated. There will be an RSN deficit in October, but mediation of losses will need to happen to operate in the "black" once again in the months that follow.

### **III. PREVIOUS MEETING NOTES APPROVAL**

(April minutes were up for approval, as there was no meeting in May of the Committee.)

Minutes were approved unanimously without changes.

#### **IV. REVIEW GRIEVANCE REPORT (attached)**

Christie White presented the May, 2005 Exhibit N Report. The Mental Health Division is in the process of modifying this report. It has been shortened and reflects more accurately what is happening. There were 2 adult and 1 child grievances. There is a fair hearing process to be conducted for the Adults on these issues. Concerns reflected were access to services and respect. Formal grievances may only be in writing to initiate the process. If a client files with an Agency, the Agency responds within 30 days. If no satisfaction, then the client files with the County who must respond within 30 days. After that the State Fair Hearing applies, if needed.

If “informal” grievances are not resolved within ten days, the grievance will go into the formal process.

Lisbeth Gilbert stated that new procedural changes have been provided by the Mental Health Division regarding making the categories valid (less broad) and capturing the concerns of clients, but these were apparently considered too extreme. Perhaps, over time, our voices will be heard and changes can take place.

Alberto Gallegos wants consumers to be able to go directly to OMBUDS for immediate solution, as the Agencies do not provide solutions as often as they should. Some consumers are afraid to bring complaints to the Agency. He would like to do some of this work on-site at the Agency. It was suggested that Alberto become a Peer Counselor. This Counseling program is now in place and if he were trained he could talk directly to clients at the Agencies where he is involved.

Helen Nilon suggested that perhaps when Peer Counselors are on staff at Agencies, perhaps there will not be further need of a Grievance Report.

#### **V. QUALITY REVIEW TEAM UPDATE – Steven Collins Report on Vacation of Criminal Convictions (attached)**

It’s difficult to find employment, housing, etc. for persons with criminal convictions. The Quality Review Team has begun a project to aid these persons. So far, five agencies have reported back to the Team. Details of this report and project are attached and a round of applause was given to Mr. Collins and the Team for the hard work done. A motion was made and passed unanimously for the Quality Council to adopt and endorse the Quality Review Team Vacations and Criminal Convictions Project.

#### **Report on Survey Findings: Treatment Plans/Clients (attached)**

These were face-to-face surveys with 333 respondents. The survey provided insight into how clients perceive their treatment plans and do they feel involved in their plan, and do any changes need to be made for improvement. There were too many clients unaware of their recovery steps. Lenore Meyer and Steven Collins conducted the surveys at 18 facilities. These were all day program clients and talked to on a one-on-one basis. There will be another survey conducted in the future to gather more information.

**VI. DEVELOP JULY 1, 2005 – JUNE 30, 2006 QUALITY COUNCIL WORK PLAN**

Helen Nilon reported that Ron Sterling will be re-joining the Quality Council. Serious thought needs to be given on the top three priorities for the upcoming year. Please call or email her with your suggestions. Lisbeth Gilbert may have the list that has been compiled before. We have lost a lot of people on the committee and need new members. There will be a new Chair next year.

Helen Nilon will find out what other Quality Councils do in the State. Other Committees such as this may have more authority and changes may need to be made in this Committee to get more activity and to accomplish some goals within the Committee itself.

Lisbeth Gilbert informed the group that due to our Charter, it may be difficult to have this committee operate other than just an advisory group.

It was asked if OMBUDS were employees of the County. OMBUDS is a not-for-profit group, pays their own rent, and that merely office with the County.

**VII. The meeting adjourned at 5:37 p.m.**

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QC – 050628 Minutes